

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS5467PCA	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/19/2008
NAME OF PROVIDER OR SUPPLIER DEPENDABLE CARE SERVICES, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 501 S RANCHO #A-3 LAS VEGAS, NV 89106		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
P 000	<p>Initial Comments</p> <p>This Statement of Deficiencies was generated as a result of the initial State Licensure survey conducted in your facility on 12/19/08. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.</p> <p>These findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p> <p>The agency had applied for a license as a Personal Care Aide Agency which provides in-home personal care services to elderly and disabled persons.</p> <p>The census was 1 client.</p> <p>One (1) client's chart was reviewed.</p> <p>Three (3) employee's files were reviewed.</p> <p>There were no complaints investigated.</p> <p>The following deficiencies were identified:</p>	P 000		
P 060 SS=C	<p>Section 14.1(2) Administrator Responsibilities</p> <p>2. The administrator of an agency shall represent the licensee in the daily operation of the agency and shall appoint a person to exercise his authority in his absence. The responsibilities of an administrator include, without limitation:</p> <p>(a) Employing qualified personnel and arranging for their training;</p> <p>(b) Ensuring that only trained attendants are</p>	P 060		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 060	<p>Continued From page 1</p> <p>providing services to a client of the agency and that such services are provided in accordance with the functional assessment of the client, the service plan established for the client and the policies and procedures of the agency;</p> <p>(c) Developing and implementing an accounting and reporting system that reflects the fiscal experience and current financial position of the agency;</p> <p>(d) Negotiating for services provided by contract in accordance with legal requirements and established policies of the agency;</p> <p>(e) Providing oversight and direction for attendants and other members of the staff of the agency as necessary to ensure that the clients of the agency receive needed services;</p> <p>(f) Developing and implementing policies and procedures for the agency, including, without limitation, policies and procedures concerning terminating the personal care services provided to a client;</p> <p>(g) Designating one or more employees of the agency to be in charge of the agency during those times when the administrator is absent; and</p> <p>(h) Demonstrating to the Health Division upon request that the agency has sufficient resources and the capability to satisfy the requests of each client of the agency related to the provision of the personal care services described in the service plan to the client.</p> <p>This STANDARD is not met as evidenced by: Based on record review on 12/19/08, the administrator failed to designate an employee to be in charge of the agency when absent, and to demonstrate that it had sufficient resources to</p>	P 060			

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P 060	Continued From page 2 satisfy the requests of its clients. Findings include: The agency failed to have a policy and procedure manual that could be reviewed and failed to have a posted name of an employee designated to be in charge during the administrator's absence. The agency was also unable to demonstrate to the Health Division that it had sufficient resources and the capability to satisfy the requests of each client of the agency related to the service plan as described to the client.	P 060			
P 090 SS=C	Section 15 Policies and Procedures Staff Sec. 15. An agency shall maintain written policies and procedures concerning the qualifications, responsibilities and conditions of employment for each attendant and other members of the staff of the agency. The written policies and procedures must be reviewed and revised as needed. The written policies and procedures must be made available to the attendants and other members of the staff of the agency upon hire and whenever revisions are made to those policies and procedures. At a minimum, the policies and procedures must: This STANDARD is not met as evidenced by: Based on record review on 12/19/08, the agency failed to have any policy and procedures available for review. Findings include: The agency's Policy and Procedure manual was not available for review as provided in NAC 449 Section 15.	P 090			

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P 230 SS=F	<p>Section 16.1(a-i) Personnel File</p> <p>Sec. 16. 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation:</p> <p>(a) The name, address and telephone number of the attendant;</p> <p>(b) The date on which the attendant began working for the agency;</p> <p>(c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375;</p> <p>(d) Evidence that the references supplied by the attendant were checked by the agency;</p> <p>(e) Evidence of compliance with NRS 449.179 by the administrator of the agency or the person licensed to operate the agency with respect to the attendant;</p> <p>(f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Health Division;</p> <p>(g) Proof that the attendant is at least 18 years of age;</p> <p>(h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and</p> <p>(i) Documentation of all training attended by and performance evaluations of the attendant.</p> <p>This STANDARD is not met as evidenced by: Based on record review the facility failed to have complete personnel files 3 of 3 employees.</p>	P 230		

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P 230	Continued From page 4 Findings include: Employee #1's file failed to have an annual TB Screening test, and evidence that references were checked by the agency. Employee #2 failed to have a personnel file available for review. Employee #3's file failed to have the results of a 2 step TB Screening in the file (NAC 441 A. 375), failed to have a physician's statement prior to hire, failed to show compliance with NRS 449.179 and failed to sign the statement that NRS 449 was read and understood.	P 230		
P 470 SS=C	Section 21.1(4) Client Rights 4. The agency shall develop a written description of the rights of clients and provide a copy to each client or a representative of the client upon initiation of the service plan established for the client. A signed and dated copy of the receipt of this information by the client or a representative of the client must be maintained in the record of the client. This STANDARD is not met as evidenced by: Based on record review the facility failed to provide a written description of the client's rights. Findings included: The client's file failed to have a written description of the Client's Rights.	P 470		

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P 500	Continued From page 5	P 500			
P 500 SS=C	<p>Section 22.1(3) Prior to Initiation of Services</p> <p>3. The agency shall complete the following tasks before providing the personal care services outlined in the service plan established for the client and as often as necessary if the service plan is revised:</p> <p>(a) Evaluate whether the agency has sufficient resources and the capability to satisfy the requests of the client and to provide the client with the personal care services described in the service plan;</p> <p>(b) Review the service plan with the client, including, without limitation, the schedule for the provision of personal care services to the client, the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, the responsibilities of the agency, the procedure for filing a grievance or complaint and any personal care services that an attendant is prohibited from providing pursuant to section 23 of this regulation;</p> <p>(c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required;</p> <p>(d) Ensure that the personal care services requested by the client are services which assist the client with the activities of daily living; and</p> <p>(e) Ensure that the agency is coordinating the personal care services that it will be providing to the client with the care and services available to the client from other organizations and persons.</p> <p>This STANDARD is not met as evidenced by: Based on record review of client #1's file the agency failed to review the hiring and training</p>	P 500			

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P 500	Continued From page 6 policies with the client. Findings include: The client's file failed to provide documentation that showed the procedure to be followed if an attendant did not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required.	P 500		

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